POSITION DESCRIPTION

Role Title:	**Customer Service and Sales**
Reports To:	**Branch Manager**

PURPOSE OF THE ROLE
This multifaceted role supports branch operations, roles, and tasks while fostering customer service, and collaborating with team members to achieve branch objectives. This role's purpose include driving internal branch sales growth with target customers and conducting deliveries as required. Working as a member of the branch team to meet the business goals; serves on the counter; throughout the store and inwards goods areas. A focus on growing sales with target customers.

KEY TASKS	DELIVERABLES
Driver Duties	• Accurately complete all vehicle, consignment, and company documentation on time. • Operate company vehicles and trailers safely and in compliance with road regulations and Health and Safety laws. • Secure loads according to safe load policies and procedures • Collect and deliver products and goods within the Auckland area for customers or branch returns. • Maintain awareness of and adhere to practical loading weights for the truck and trailer. • Provide efficient and planned delivery services to clients, supporting branch team members. • Immediately report any vehicle faults/incidents/damage to the Branch Manager.
Team and Individual Performance	• Participate in company in-store meetings and training programmes, supporting continuous learning and team development. • Maintain cleanliness and tidiness of the warehouse and counter area, ensuring a professional and organised environment. • Support and carry out other duties and roles within the branch as needed, contributing to overall operational efficiency.
Sales / Customer Focus	• Professionally handle all customer inquiries, sales, and estimates, ensuring exceptional service and satisfaction. Working with other team members to achieve sales and growing customer orders. • Utilise extensive product knowledge to effectively advise customers product selection and promote higher-margin items. • Invoice, pick, pack, and dispatch sales reps' orders promptly to meet customer expectations and maximise efficiency. • Maintain cleanliness and organisation in the warehouse and counter area, presenting a professional and inviting environment for customers. • Process all relevant paperwork accurately and in a timely manner to facilitate smooth transactions and order fulfilment.

	• Foster positive client relationships.
Inwards/Outwards goods/Stock Control	• Maintain accurate records for all goods. • Prepare and dispatch outgoing goods efficiently. • Keep receiving area clean and organised. • Oversee incoming goods movements and address discrepancies promptly. • Receive goods following company procedures. • Generate Purchase Receipts and apply labels to incoming goods. • Store incoming goods appropriately. • Support stock control efforts. • Assist with stocktaking and cycle counting.
Inventory/Stock control	• Organise stock movement for customer orders, including cable cutting, drum movement, and loading support. • Identify and manage slow-moving or obsolete stock, including returning to suppliers, transferring to other branches, or selling.
Team and Individual Performance	• Participate in training sessions to enhance product knowledge and stay updated on system enhancements. • Strictly adhere to company policies and procedures. • Fulfil any additional duties as assigned by your Manager. • Attend all scheduled staff meetings. • Maintain cleanliness and organisation in the warehouse and counter areas.

KEY RELATIONSHIPS	
Internal • Branch Manager • Regional Manager • Sales Support / Sales Team • Branch Team Members • Credit Department	**External** • Customers (current & potential) • Other Aligned Businesses • Suppliers • Freight Companies

PERSON SPECIFICATION

BEHAVIOURAL COMPETENCIES	
Influences Others	Appropriately persuades or influences a customer to accept a point of view or take a course of action which directly or indirectly generates sales.
Customer Focus (Internal & External)	Effectively meets customers' requirements; builds productive customer relationships; takes responsibility for ensuring customer satisfaction
Initiates Action	Takes prompt action to accomplish objectives; takes action to achieve goals beyond what is required; is proactive.
Maximises Competitive Advantage	Has the ability to maximise competitive advantage.
Managing the Job	Effectively manages multiple demands upon time to ensure tasks are completed on schedule.
Builds Trust	Interacts with others in a way that gives them confidence in your intentions and those of the company.
Contributes to Team Success	Actively participates as a member of a team to move the team towards the completion of goals.
Innovate	Generates innovative solutions; explores different and novel ways to deal with problems and opportunities.

KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED

Experience / Knowledge

- Around 2 –3 years' experience in a customer service environment
- Ability to quickly learn about the company's products
- Intermediate level of computer literacy
- Product presentation and sales skills
- A technical or electrical background is desirable
- High level of personal presentation skills.
- Must hold a valid and clean Class 1F driver's license

OCCUPATIONAL HEALTH & SAFETY

PHYSICAL CONSIDERATION
Corys Electrical is committed to ensuring that employees' health and safety is not compromised either by the work environment or by work process and procedures. The company makes every effort to – • Provide a safe and healthy work environment; and • Reduce the risk to employees arising from identified hazards. The company takes all reasonable steps to ensure that individuals are not appointed to positions which will endanger their health. It also ensures that all significant hazards associated with positions are identified. As part of its occupational health and safety practices, the company may require a prospective employee to complete a health questionnaire prior to any offer of employment, in order to ensure that potential risks to employees are identified.

POTENTIAL HAZARDS

ACTIVITY	HAZARD
Computing	• Use of computer monitor • Repetitive strain injury • Occupational overuse syndrome
Transport/distribution operations	• Moving vehicles • Use of forklifts
Warehousing	• Stacked product/obstacles • Manual handling and lifting • Spillages and slippery surfaces • Chemicals
Telephone use	• Cradling of receiver • No usage of headset
Driving	• Traffic conditions • Road hazards • Fatigue management